

**Claims**

1           1.       A method of automatically fulfilling a work order associated  
2 with a print job request by a customer in communication with a printing facility  
3 via a communications network, the method comprising the steps of:

4               receiving a work order request from a customer;

5               transferring the work order to the printing facility over the  
6 communications network;

7               engaging an outside service provider to perform the service which the  
8 printing facility is either unable or unwilling to perform; and

9               completing the work order without the customer necessarily being  
10 aware that the outside service provider was engaged.

1           2.       The method of claim 1, wherein the service performed by the  
2 outside service provider is a prepress service.

1           3.       The method of claim 1, further comprising the step of providing  
2 an interface component.

1           4.       The method of claim 1, further comprising the steps of receiving  
2 data via the communications network from the customer and incorporating the  
3 data into a portion of the work requested.

1           5.     An automated system to provide seamless work order receipt  
2     and processing services via a communications network for a customer, the  
3     system comprising the steps of:

4                 providing a selection of printers via a communications network;

5                 receiving a designation for a printer from the selection of printers via a  
6     communications network;

7                 providing a set of interface screens customized to the designated printer  
8     via a communications network;

9                 receiving the work order request and data associated with the set of  
10    interfaces via a communications network;

11                providing at least a portion of the data and the work order to a service  
12    provider; and

13                processing at least a portion of the work order with the provided portion  
14    of the data.

1           6.     The system of claim 5, further comprising the step of providing  
2     the processed work order to the customer via the communications network.

1           7.     The system of claim 5, wherein the data further comprises  
2     customer information.

1           8.     The system of claim 7, further comprising the step of storing the  
2     customer information.

1           9.     The system of claim 7, further comprising the step of issuing a  
2 login associated with the customer information.

1           10.    The system of claim 5, wherein the data further comprises a file.

1           11.    The system of claim 10, further comprising the step of  
2 converting the file to a portion of the work order.

1           12.    The system of claim 5, further comprising providing a quotation  
2 related to the work order request.

1           13.    An automated system for receiving via a communications  
2 network and processing work order requests and files for printing-related  
3 activities, the automated system comprising:

4               a work order component;

5               a storage component in communication with the work order  
6 component; and

7               an outsourcing component in communication with the work order  
8 component, the storage component, or both.

1           14.    The system of claim 13, wherein the communications network  
2 further comprises the Internet.

1           15.    The system of claim 13, further comprising a website available  
2   via the communications network.

1           16.    The system of claim 15, wherein the website further comprises  
2   an interface component.

1           17.    The system of claim 13, wherein the storage component further  
2   comprises a customer information database.

1           18.    The system of claim 13, wherein the storage component further  
2   comprises an administration database.

1           19.    The system of claim 13, wherein the storage component further  
2   comprises a basic job detail database.

1           20.    The system of claim 13, further comprising a login component.